



Resolve

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The InterLocal Conflict Resolution Group (ILCRG) is a consortium of government agencies, labor unions, non-profits, and volunteer professionals jointly formed by King County and the King County Labor Council to offer mediation to its members at no cost.

This shared neutrals program affords the opportunity for member agencies and unions to draw from a pool of mediators who have no direct relationship to the disputes. As a result, sensitive issues that require confidentiality and neutrality can be mediated by qualified professionals.

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*And
Best Wishes
for a
Wonderful
New Year*

Check out the new ADR Program Blog

In late October, KC ADR Program launched the new King County Conflict Clinic blog. We post tips and tools for shifting destructive conflict into a beneficial force for stronger relationships and better results at work.

Do you have question about conflict in your workplace? Ask your question and look for our reply in an upcoming post. Do you have insights about workplace disputes you'd like to share by writing a post? Contact Doug (doug.nathan@kingcounty.gov) for more information.

For ease of use, we've updated the blog address since it was first launched. It's easy to check it out and sign up to receive posts. Just got to: <http://conflictcliniccc.com/>

Following are a couple of examples of some recent blog posts.

Working with emotions in the room

By Doug Nathan on December 1, 2014

I recently conducted a team building workshop for a group of employees experiencing rapid, massive change in their organization. Teams that had worked together for years were ending. Some people were leaving the organization. Others were staying, but losing longtime relationships and familiar surroundings as they transitioned into new teams and new locations.

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ADR Program Blog

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I asked each person to share one challenge, one surprise, and one inspiration they have experienced during this transition period.

For challenges, they shared that it was hard just showing up knowing their job was going away; some felt sad that their longtime work relationships were ending; others felt great loss having to tell customers that they wouldn't be serving them anymore; others felt betrayed by the organization because the information flow seemed broken.

For surprises, they mentioned witnessing people showing up and stepping up regardless of the challenges; co-workers who they thought would struggle seemed steady and eager to pitch in during this tough time; and one shared that his customers were actually traveling to his new location to continue working with him.

They found inspiration in the daily acts of compassionate service they witnessed as their coworkers diligently met the needs of their customers; and in the grace with which their customers surmounted their medical, social, and economic hardships.

You could feel the emotions shift in the room as we moved from the angst and loss of their challenges, to the delight of their surprises, to deep gratitude for acts of inspiration.

If you are working with groups navigating change, have them share their challenges, surprises, and inspirations to help them express and work through the emotions in the room. This brief conversation can help the group normalize their varied feelings and experiences, and recognize the goodness that occurs even in the most challenging times.



KUDOS KORNER

Congratulations to Joe Tessier and Paul Atwater, our two most recently Certified Mediators.

Our thanks to Andrew Kidde and Alison Moss for mediating some complicated land use cases.

And special appreciation to Lori Buschbaum, Linda Gallagher, Kathy Hashagen, Tom Melancon, Deb Oliver, Sandra Philbrook, and Lars Watson for their invaluable help in coaching the latest Conflict Resolution for Supervisors training on December 1 and 2.



ADR Program Blog

(continued)

Got conflict? Yes! Now what? *By Doug Nathan on December 1, 2014*

Conflict handled well can build strong relationships and lead to better results. But it can feel more like a car wreck when handled poorly. If you are experiencing conflict at work and hoping to avoid a crash, what can you do?

Depending on the type of conflict you are experiencing, there are resources for employees and managers within King County that you can use to shape conflict for success.

Personal If you realize you are having a hard time managing your own emotions, stress level, or would like counseling to gain insight into how you can respond to others more effectively, contact the [Employee Assistance Program](#). Through confidential meetings, they can provide personal strategies and skills to help you work more effectively with others.

Interpersonal If you have an entrenched conflict with another person, you can work with a mediator from the [Office of Alternative Dispute Resolution \(ADR\)](#). Mediators provide a confidential setting that allows people to take on hard problems while going easy on each other. Mediators structure the conversation to allow people a chance to share, listen and explore issues that seemed too difficult to handle on their own. They can help you identify underlying needs and interests that might keep you stuck, surface work style differences, and negotiate strategies for working more effectively together. The Office of ADR also provides conflict coaching when you need to gain insight and skills to work more effectively with a peer or supervisor toward collaborative solutions.

Teams Sometimes it's helpful to engage a team in a difficult conversation. The [Office of ADR](#) also provides facilitators to help groups through conflict, clarify group norms and expectations, and move forward together. They customize training to meet the group's needs on topics such as Holding Difficult Conversations, Stopping Bullying Behaviors, and Creating a Culture of Feedback.

Organizational If you are thinking more proactively about how to build conflict resilient groups and organizations, a great place to start is the online [Teams and Organizational Development](#) toolkit. If your organization needs more hands on guidance to align their vision, mission and purpose, or proactively build skills through training, contact kctraining@kingcounty.gov. They also offer leadership development and coaching services to help people—managers, leads and employees—cultivate their leadership potential through targeted trainings and on the job development opportunities.



ILCRG 2015 TRAINING CALENDAR

Date	Room(s)	Time	Trainer	Session
January 30	Chinook 121-123	9:00 am to 12 noon	Doug Nathan	Listening for Identity Stories
April 21	Chinook 121-123	1:00 pm to 4:30 pm	Ann McBroom	Coaching in Caucus
May 4	Chinook 121-123	11:30 am to 1:00 pm		Volunteer Recognition Event
September 22	Chinook Rm.126	9:00 am to 12 noon	Polly Davis	Mediator Proposal: When, Why, How to Use
November 2	Chinook 121-123	9:00 am to 12 noon	Kathleen Nichols	Deepening Understanding Between Parties

Restorative Justice Update

The Restorative Mediation Pilot Project for King County Juvenile Court is moving ahead with a kick-off scheduled for February 2015. We have had two in-services and are looking forward to expanding the Restorative Justice mediator cadre with ten local high school students after they complete their training. ADR Office staff are working closely with the KC Prosecuting Attorney's Office and the KC Department of Public Defense to revise the Agreement to Mediate so that it continues to provide coverage for mediators and participants. Please contact Polly if you would like more information!!



Happy New Year
2015